

# Your Top Questions Answered: Refunds



We understand how big of a decision choosing the right refund solution is for your institution. That's why we made it easy for you to make the best choice by compiling a few frequently asked questions and answers about Nelnet Campus Commerce.



1

## How long has Nelnet Campus Commerce been serving higher education institutions?

For over 25 years, Nelnet Campus Commerce has valued providing payment solutions that satisfy your institution's unique needs. By partnering with over 1,100 institutions, we've been able to help millions of students and countless staff members by bettering the payment process with our extensive knowledge and services.

2

## How does Nelnet Refunds streamline the refund process and reduce administrative workload?

Save time by automating the process from upload to disbursement and monitoring your refunds with comprehensive reporting and tracking. Offer students multiple options to get their refunds including direct deposit or ACH disbursement and allow them to view their refund status or secure communications from the institution online, reducing calls or visits from students to the office and giving your staff more time to use elsewhere.

3

## How flexible is Nelnet Refunds in offering multiple refund disbursement options for our students?

Your students are unique and so are their refund needs. Nelnet Refunds offers several different options to get refunds into your students' hands—including direct deposit, ACH, and prepaid cards—and makes it easy for students to set or change their preferences in the online portal.

4

## How does Nelnet Refunds ensure compliance with Title IV Requirements?

Nelnet Refunds is regularly updated to stay compliant. We'll partner with your school to ensure adherence to Title IV Compliance by doing a review of your procedures prior to going live on our platform and when notified of changes.

5

## What kind of ongoing support is provided to ensure successful use of Nelnet Refunds?

Nelnet Campus Commerce is dedicated to helping you create the best possible refund experience for your institution with dedicated account managers here to answer your questions by phone or chat. You can also count on us for feedback, suggestions, or other support on your journey to better refunds.



Learn more about  
Nelnet Refunds

VISIT

[CampusCommerce.com/Refunds](https://CampusCommerce.com/Refunds)

